

Arvig® Restoring Internet Freedom Disclosure

In accordance with the Federal Communications Commission (FCC) Ruling FCC-17-166 Restoring Internet Freedom Arvig's policies to the following areas is provided.

Network Management Practices

Blocking – Arvig does not block end user access to lawful content, applications, service or other non-harmful devices.

Network management activities may include identifying spam and preventing its delivery to customer email accounts, and detecting malicious internet traffic and preventing the distribution of, or inadvertent access to, malware, phishing, viruses, or other harmful code or content. Arvig believes that all such circumstances constitute reasonable network management practices.

Throttling – Arvig does not typically degrade or impair access to lawful internet traffic based on content, application, service, user or use of a non-harmful device. Customers with internet services who are served using 3G fixed wireless connections will have traffic that is classified as real time entertainment or gaming rate limited to 1 Mbps on upstream and downstream. (These services were often originally sold under the Maximum Communications, Duet or Palmer Wireless brands.)

Arvig does engage in reasonable network management practices as outlined in our Internet Acceptable Use Policy found at the bottom of arvig.com.

Affiliated Prioritization – Arvig does not directly or indirectly favor some traffic over other traffic, including through use of techniques such as traffic shaping, prioritization, or resource reservation, to benefit an affiliate.

Paid Prioritization – Arvig does not directly or indirectly favor some traffic over other traffic, including through use of techniques such as traffic shaping, prioritization, or resource reservation, in exchange for consideration, monetary or otherwise.

Congestion – Arvig will attempt to mitigate both Denial-of-Service (DoS) and Distributed-Denial-of-Service (DDoS) attacks through technical safeguards. All internet traffic is treated as equal. Arvig notes that congestion may from time to time impair, degrade or delay some traffic.

Application-Specific Behavior – Arvig does not block or rate-control specific protocols or protocol ports, modify protocol fields in ways not prescribed by the protocol standard, or otherwise inhibit or favor certain lawful applications or classes of lawful applications.

Device Attachment Rules – Arvig does not have any approval procedures that must be satisfied before a device can be connected to its network. Customers may use any lawful, compatible, type-accepted (if necessary) and commercially available device which they desire on the Arvig network, as long as such device does not harm the network. Support for customer provided devices is provided on a best effort basis and customers may be requested to utilize Arvig supplied devices.

Performance Characteristics

Service Description – Actual access speeds and time delays (latency) are dependent on the service offering purchased by the customer, geographical proximity to internet peering locations, technology used to deliver the service, and characteristics of Arvig's network. All broadband internet services are suitable for use with real-time applications. Customers can test their actual speeds at speedtest.arvig.com.

Impact of Non-Broadband Internet Access Service Data Services – Arvig provides both digital QAM and IP-based video services, facilities-based voice services, and in certain cases Metro-Ethernet enterprise business services over the same physical connection that may also be used to provide broadband internet access.

Digital QAM based video services are delivered to the customer on a different set of channels than those used for broadband internet access and have no impact on the available capacity or performance of broadband internet access services.

Facilities based voice services and IP-based video services are delivered on the same physical connection using different service flows and are given priority over broadband internet access services. Facilities based voice services are also provided with dedicated capacity. Prioritization of voice services helps ensure the functionality of E911 or other emergency voice services. Bandwidth dedicated to facilities based voice services has minimal impact on capacity available for broadband internet access services. Prioritization of IP-based video services aligns with customer expectations regarding the quality of video services.

Metro-Ethernet enterprise services are not provided over the internet and are given dedicated capacity across the same physical last mile. These services are engineered to meet customer expectations regarding available capacity for Metro- Ethernet and broadband internet access services.

Customers may also make use of other services that utilize the same physical connection such as video conferencing, virtual private network (VPN) connections or similar services. Arvig does not prioritize or provide dedicated capacity for these services. Bandwidth for these services would be shared with broadband internet access.

Commercial Terms

Price – Arvig offers different levels of service at different prices and changes them from time to time. These service tiers and prices are detailed at arvig.com/internet. Arvig may impose fees for early termination with respect to certain conditions of its service arrangements.

Privacy Policies – Our network management practices do not generally entail inspection of network traffic. Arvig retains and stores certain traffic information (such as the identity of the customer using a specific IP address during a specific period) for time periods required by federal or state law. Arvig retains, stores and provides to law enforcement any traffic information requested pursuant to the procedures of the Communications Assistance for Law Enforcement Act (“CALEA”), the Foreign Intelligence Surveillance Act (“FISA”) or other applicable national security or criminal statutes. Arvig does not collect, store or use traffic information to profile its customers to sell additional services to them, or for similar non-network management purposes. Our Privacy Policy can be found at the bottom of arvig.com.

Redress Options – We strongly desire to resolve questions, complaints and other problems of our customers and edge service providers in an informal and direct manner that satisfies all interested parties to the greatest extent practicable. Questions and complaints regarding the foregoing matters should be addressed to:

Arvig Enterprises, Inc.
150 Second Street SW
Perham, MN 56573
Phone: 218.346.5500
Email: answers@arvig.com